



Lesbian, gay, bisexual and trans+ people in the South West

Registered charity 1171878

Counselling Co-Ordinator

Hours: 21 per week (3 days per week)
Salary: £29,380 FTE (Actual Salary £17,628)+ 5% pension contribution
Based in: Exeter
Start date: September 2026
Holiday: 28 days a year including public holidays (rising 1 day per year long service award, capped at 5 years)

The Counselling Co-Ordinator is responsible for the day-to-day coordination of Intercom Trust's counselling service, ensuring safe, effective and accessible support for LGBTQ+ clients across the South West and maximising the benefit the service provides to those who access it.

The postholder will coordinate counselling referrals, assessments, waiting lists and client allocation whilst recruiting, inducting and supporting student and volunteer counsellors delivering the service. The role includes liaison with counselling training providers, support for counsellor development, monitoring service performance and ensuring compliance with safeguarding, confidentiality and professional standards.

The Counselling Co-Ordinator will report to the Services Manager and will work closely with colleagues, counsellors, placement providers and external partners to support the delivery and ongoing development of a high-quality counselling service.

Job Purpose and Duties

Counselling Service Coordination:

- Act as the first point of contact for counselling referrals, assess referrals against service criteria, arrange initial assessments and maintain communication with clients throughout the referral process.
- Maintain counselling waiting lists and monitor waiting times
- Match clients to counsellors according to need, competency and availability.
- Maintain accurate client records and case management information.
- Work closely with wider Intercom services to facilitate appropriate referrals and support for clients.

- Help to develop and maintain best practice standards and protocols for this service.
- Maintain project monitoring and evaluation systems, contribute to quality assurance processes and provide all required reports and analyses on time and standard
- Contribute to the development and facilitation of training, support groups and webinar as required
- Deliver external training on behalf of Intercom Trust and its services to community organisations and partner agencies

Counsellor and Student Placement Coordination

- Recruit and induct appropriate counselling volunteers, providing them with suitable training and support to fulfil their role.
- Develop and maintain positive relationships with counselling training providers and relevant partner organisations.
- Coordinate counselling placements with colleges and training providers.
- Maintain placement agreements and associated documentation.
- Act as the primary contact for student counsellors throughout their placement.
- Monitor placement progress and maintain records of competencies, supervision and training requirements, provide feedback to training providers as required.

Counsellor Support and Development

- Provide day-to-day support and guidance to volunteer and student counsellors
- Coordinate group supervision, peer support and reflective practice opportunities
- Identify learning and development needs and facilitate access to training.
- Support counsellor wellbeing and encourage safe and ethical practice.
- Escalate concerns relating to practice, conduct or safeguarding in line with organisational procedures.
- Ensure student and volunteer counsellors comply with organisational policies, GDPR and professional standards
- Undertake other duties consistent with the nature and level of this post.

This job description outlines the duties required for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.

Person specifications

The successful candidate will be able to demonstrate knowledge and an inclusive understanding of the life-issues that can affect LGBTQ+ people in Devon and Cornwall, and will have:

- Experience of coordinating services, volunteers, placements or similar programmes.
- Experience managing referrals, waiting lists, casework systems or similar client-focused processes.
- Experience of supporting, coordinating or mentoring volunteers, students, practitioners or service users.
- Experience working with confidential and sensitive information, maintaining appropriate professional boundaries and ethical standards.
- Experience of working within safeguarding procedures and knowledge of safeguarding legislation and good practice.
- Excellent communication, interpersonal and relationship-building skills.
- Strong organisational, administrative and time-management skills, with the ability to manage competing priorities and meet deadlines.
- Excellent IT skills, including Microsoft Office and case management or database systems.
- Knowledge of relevant support services and resources, or the ability to quickly develop this knowledge.
- Commitment to equality, diversity, inclusion and anti-discriminatory practice.
- Understanding of LGBTQ+ communities and the barriers they may face when accessing support services.
- Ability to work independently and as part of a team, using initiative and a flexible approach to work.
- A professional commitment to improving the wellbeing, inclusion and equality of LGBTQ+ people.
- A valid UK driving licence and access to your own vehicle are required for role (business mileage expenses will be reimbursed)

Desirable

- Psychotherapy or Counselling qualification, registered with BACP, NCPS, UKCP or another recognised professional body
- Clinical supervision qualification.

- Experience working within a counselling, mental health or wellbeing service.
- Experience supporting counselling placements or trainee counsellors.
- Experience facilitating groups, webinars or training sessions.
- Experience working within the charity or voluntary sector.
- Knowledge of counselling service quality frameworks, monitoring and evaluation processes.